Zune Specific Error Codes

You may receive one of the following error codes on the Zune device. If you receive one of these error codes, follow the advice that follows each specific error code.

Error code 8070057

This problem can occur if the "display language" in Windows is set to a language other than English, French, or Spanish. To change this setting, follow these steps:

1. Click **Start**, type **intl.cpl** in the **Start Search** box, and then press ENTER.
2. Click the **Keyboards and Languages** tab.
3. Under **Display language**, select **English**, **French**, or **Spanish**.
4. Click **OK**.

Error code C00D11A0 or (8004500A)

This problem can occur if you have synchronized or updated multiple Zune devices. To resolve this problem, disconnect the Zune device from the computer, and then reconnect the Zune device to the computer.

Error code C00D11D2

This problem can occur if the Zune software update cannot be downloaded. Verify that the computer is connected to the Internet, and then try to update the Zune device again.

- On your PC, open the Zune software and restore the Zune device firmware

To resolve this problem, connect the Zune device to the computer again, and then try to update the software on the Zune device.

Error code C00D124F

This error code is displayed if there is insufficient space on the device for the update. Try to erase the device, and then try to update again.

Clear Content from Device:

1. Reboot Device:
   - Zune HD: Press and hold power button (button on top of the device) for 10 seconds
   - Zune30/4/8/16/80/120 Devices: Press and hold the Back button (<-) + Up on the directional pad at the same time
2. Clears all media content from the device, but leaves the firmware intact:
   - V1 Devices (Zune 30): Press and hold Back + Right + OK while device reboots
   - V2 Devices (Zune 4/8 and 80): Press and hold Back + Play/Pause while device reboots

If the problem occurs after you erase the device, try to clear and then restore the device software:

1. Reboot Device:
   - Zune HD: Press and hold power button (button on top of the device) for 10 seconds
   - Zune30/4/8/16/80/120 Devices: Press and hold the Back button (<-) + Up on the directional pad at the same time
2. Initialize Disk - Removes the content and the firmware. Device will be inoperable until connected to a PC so new firmware can be installed.:
   - V1 Devices (Zune 30): Press and hold Back + Left + OK while device reboots
   - V2 Devices (Zune 4/8 and 80): Press and hold Back + OK + Play/Pause while device reboots

Error code C00D1195

1. On Windows Vista, click **Start**, type **% userprofile%** in the **Start Search** box, and press ENTER.
2. On Windows XP, click **Start**, click **Run**, type **% userprofile%** , and then press ENTER.

Error code (8000FFFF)

This problem can occur if you recently erased your Zune device and then installed games. To resolve this problem, disconnect the Zune device from the computer, and then reconnect the Zune device to the computer.